



CITY OF GERMANTOWN TENNESSEE

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Feb. 13, 2014

To: SPIRIT Award Review Committee

From: Steve Williams

Nominated Employee: Mike Fronabarger
Facility Service Technician

I would like to nominate Mike Fronabarger for the SPIRIT Award this quarter. The following will show several reasons that he is deserving of the City of Germantown SPIRIT Award.

Mike exemplifies **Service Excellence**, both within and outside of the City. Mike is an Army veteran, having served 4 years between Germany and Iraq during Desert Storm. He now is a member of VFW Post 134 in Horn Lake, MS, where he has taken lead in organizing several benefit rides and events contributing to disabled vets, Le Bonheur Children's Hospital, boy scout troops and various other groups. During Mike's career with the City he has participated and completed Municipal Management, Play Like A Champion, CERT and is currently involved in the CAAT program.

Producing A+ Results:

Mike is respectful to all, whether they are other employees or the many citizens throughout the City he is in contact with daily. No matter what type of person, Mike is always polite and courteous trying to help everyone with their concerns and requests. If he does not know the answer immediately, he takes the initiative to find out the answer and responds in a timely manner. He works diligently to complete work requests or schedule projects with his customer.

Initiative:

On several occasions I have experienced Mike following up on a completed job (i.e. checking on an equipment repair to verify that it's still in service and operating properly, follow-up with a customer to make sure finished product meets their expectations and even checking on citizens within the community to see how they are doing and if they need anything). At times, Mike has even changed personal plans in order to stay and complete responsibilities at work, knowing that the job had to be finished.

Responsible:

Mike works well with all departmental crew members and his opinion is valued. He works hard to utilize funding and resources effectively in order to maximize best results. Confronted with the vast array of challenges within Facility Services, Mike uses his many years of experience to adapt to these challenges and reach a cost effective solution. He is proactive with evaluating past and present issues in order to better for the future.

Innovative:

Within Facility Services, we are exposed to various challenges almost on a daily basis and Mike is the type of employee that is not satisfied with just correcting or repairing the problem but invests time to evaluate the situation and make improvements. Not just settling for status quo, Mike has worked to make improvements throughout the Facility Services department not to just improve on the deliverables but also make it better for the next user. It's always good to have someone on your team that is forward thinking and not just here going through the motions.

Teamwork:

Mike has always been a team player. He will speak up at times expressing his opinion and even let you know his disagreement with the intent to reach a goal but after a course of direction is made, Mike gives 100% in order to achieve the target goal. Everyone who knows Mike will tell you that if help is needed and you ask Mike, he will deliver. Mike is the exceptional employee, when given a job you can consider it done and most of the time better than you may have yourself. Mike is not only an asset for Facility Services, but an ambassador for the City of Germantown.

I hope that based on these few examples, the Board will consider Mike Fronabarger for the City of Germantown SPIRIT Award. Mike exemplifies Excellence Everyday for the City and the SPIRIT Award would be a way of showing thanks for a deserving employee.